

Manage evidence requests

Read the extra evidence an auditor has asked for, reply to each request and mark it closed, from the Requests tab of an audit session.

WHO IT IS FOR Owner, Admin, Manager, Compliance Officer	TIME NEEDED About 6 minutes	LAST REVIEWED 3 October 2026
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Who this is for

Permissions: To see requests and the replies you have already saved you need **Can view audit centre**. To reply to a request or mark it closed you need **Can edit audit session**. Without it you see the **Requests** tab, but not the **Response** box or the buttons. To upload and share a file you need **Can prepare audit evidence**. Owners and Admins have all of these permissions, and the Manager and Compliance Officer roles include them to start with. An Owner or Admin can change this in **Configuration > Roles & Permissions**.

Before you begin

- Read the Audit Centre overview for how auditor access works. An auditor has been added to an audit session and has sent at least one request. You cannot create a request yourself: requests always come from the auditor. See Give an auditor access.
- The session was created with **Allow auditor requests** ticked, which it is to start with. If it was not, the auditor's portal says **Evidence requests are disabled for this audit**. and no requests arrive. See Run an audit session.



Steps

1 Follow the notification to **Audit Centre > Audit sessions**

BondiByte tells you when an auditor sends a request. The person who created the audit session gets a notification and an email titled **Audit evidence requested**.

- 1 Choose the bell at the top right of any screen. The **Notifications** panel opens.
- 2 A request appears as **Auditor requested evidence:** followed by the request title, with a line saying who sent it and for which audit session.
- 3 Choose **Open** on that notification to go to the **Audit Centre**. It opens on its first tab, so carry on with the next step.

You can reach the same place at any time without a notification. In the left menu, under **Administration**, choose **Audit Centre**, then choose the **Audit sessions** tab.

The screenshot displays the BondiByte Audit & Compliance Centre interface. On the left is a dark blue sidebar with a 'WORKSPACE NAVIGATION' menu containing sections for PLATFORM (Dashboard), OPERATIONS (Clients, Staff, Rostering, Sites, SIL/Smart Rostering, Approvals, Timesheets, Invoicing, Support Coordination), and REGISTERS (Service Agreements, Staff Contracts, Documents, Reports, Charts). The main content area is titled 'Audit & Compliance Centre' and has tabs for Readiness, Audit sessions (selected), Issues, Checks, Prepare audit, Complaints, and Ra. A notification panel is open in the top right, showing a notification titled 'Auditor requested evidence: Other request' with details about a request for 'Casey Sample Mid-term Audit'. The notification includes an 'Open' button (marked with a blue circle 3), 'Mark as read', and 'Delete' options. Below the notification, the 'Audit sessions' section lists two sessions: 'Casey Sample Mid-term Audit' (Mid-term audit, Expires 30/11/2026 05:00 pm) and 'NDIS mid-term audit 2026 (demo)' (Mid-term audit, Expires 15/08/2026 11:31 am). Each session has a 'Draft' status and a 'Delete session' button. A 'Create session' button is also visible in the top right corner.

Choose the bell (1). A request appears as Auditor requested evidence (2). Choose Open (3) to go to the Audit Centre.



2 Open the session and its **Requests** tab

Choose the **Audit sessions** tab, then choose the card of the session the auditor is working in. It opens on the **Evidence** tab.

- 1 Choose the **Requests** tab, the sixth of the seven tabs. The panel is titled **Auditor requests**.
- 2 Each request is a card. The bold line at the top is its title.
- 3 The line under the title says what kind of request it is, **More evidence document** or **Other request**, and gives the auditor's own words.
- 4 The label under the words is the request's status.
- 5 The **Response** box is where you reply.
- 6 **Save response** saves your reply and **Mark closed** closes the request.

Requests from every auditor in the session are in one list, newest first. A card does not name the auditor, so use the notification or the email to see who asked. A session with no requests says **No requests yet**.

Open: A new request that has no reply yet.
Responded: You have saved at least one reply. Saving a reply always sets this label, even on a request you had closed.

Closed: You chose **Mark closed**. A closed request stays in the list and keeps its replies.

Permissions: If you can see the requests but there is no **Response** box or buttons, your role does not include **Can edit audit session**. Ask an Owner or Admin to check your role.

The **Requests** tab (1). Each card has a title (2), the auditor's words (3), a status (4), a **Response** box (5) and the **Save response** and **Mark closed** buttons (6).



3 Give the auditor any file they asked for

The **Response** box takes text only, so a file reaches the auditor only when you share it. Do this before you reply, so your reply can say where to find it.

- 1 On the **Evidence** tab, upload the file and choose **Share with auditor**. See Run an audit session.
- 2 On the file's card, tick **Auditor can download** if the auditor needs to open the file. An auditor cannot open a shared file that does not have this ticked.
- 3 Choose the **Requests** tab again.

Note: A request that only needs an answer, such as a name or a date, needs no file. Type the answer in the **Response** box.

4 Write your response and choose **Save response**

- 1 In the **Response** box under the request, type your reply. Say what you have provided and where the auditor will find it, for example the file name on the **Evidence** tab.
- 2 Read it through, then choose **Save response**.

Response: Plain text, on as many lines as you need. Once saved, it appears on the card under **Response**, and the auditor sees it as **Provider response**. A reply can be added to a request of any status.

Warning: A saved response cannot be edited or removed on this screen, and the auditor sees it exactly as you wrote it. If the box is empty, nothing is saved.

The screenshot shows the 'Auditor requests' section of a web application. It features a card titled 'Other request' with the text 'Request type: Other Details: Please confirm who signs off worker screening checks at each site.' Below this is an 'Open' button and a 'Response' label. A large text input box contains the text 'Each site manager signs off the worker screening checks for their own site. We can share the sign-off record if you need it.' A blue circle with the number '1' is placed at the bottom left of this input box. To the right of the input box are two buttons: 'Save response' (highlighted with a blue circle and the number '2') and 'Mark closed'.

Type your reply in the Response box (1), then choose Save response (2).



5 Check that the response is saved

A message at the top right says **Response saved.**

- 1 The request's label changes from **Open** to **Responded**.
- 2 Your reply appears on the card under the heading **Response**, above the box. The box empties so you can add a further reply.

You can reply to the same request as many times as you need. The replies are listed in the order you saved them, oldest first.

Important: BondiByte does not email the auditor when you save a response. The auditor sees it under **Your requests** in the portal the next time they open it, so tell them you have replied.

The screenshot shows the 'Requests' tab in the BondiByte portal. At the top, there's a status bar indicating 'Draft', '1 file(s)', and an expiration date of '30/11/2026 05:00 pm'. Below this is a navigation menu with 'Evidence', 'By Standard', 'Samples', 'Findings', 'Auditors', 'Requests' (highlighted), and 'Access Logs'. The main section is titled 'Auditor requests'. Under this, there's a card for an 'Other request'. The request details are: 'Request type: Other Details: Please confirm who signs off worker screening checks at each site.' The card has a 'Responded' label with a circled '1' next to it. Below the request details, there's a 'Response' section with a circled '2' next to it. The response text is: 'Each site manager signs off the worker screening checks for their own site. We can share the sign-off record if you need it.' At the bottom right of the card, there are two buttons: 'Save response' and 'Mark closed'.

The label changes to Responded (1) and your reply appears under Response (2).



6 Choose **Mark closed** when the request is dealt with

- 1 On the request's card, choose **Mark closed**. No message appears and no confirmation window asks first.
- 2 The label changes to **Closed**. The card stays in the list, and the auditor sees the label **Closed** against the request.

You do not have to reply before you close a request. If you save a further reply on a closed request, the label goes back to **Responded**, and you can choose **Mark closed** again.

The screenshot shows a web interface titled "Auditor requests". It contains a card for an "Other request". The request details are: "Request type: Other Details: Please confirm who signs off worker screening checks at each site." Below this, there is a "Closed" label with a circled "2" next to it. Underneath is a "Response" section with the text: "Each site manager signs off the worker screening checks for their own site. We can share the sign-off record if you need it." Below the response text is a large empty text area. At the bottom right of the card, there are two buttons: "Save response" and "Mark closed". The "Mark closed" button has a circled "1" next to it. Below the card, there is a link that says "More evidence document".

Choose **Mark closed** (1). The label changes to **Closed** (2).

What happens next

The auditor sees your reply under **Your requests** in the portal, labelled **Provider response**, the next time they open it. They also see the status of each request, so a closed request shows **Closed**.

Each reply you save and each status change is recorded on the **Access Logs** tab of the session. See [Review auditor access history](#).

To check that the auditor can see your reply and file, choose **Preview portal** on the **Auditors** tab. See [Give an auditor access](#).

Important notes

Important: Requests, replies and status changes are part of the audit record. Write replies as you would for the auditor to read, and keep to facts you can support.



Good practice

- Check the **Requests** tab every working day while an audit is open. A request left at **Open** looks the same as one nobody has seen.
- Share the file first, then reply. Name the file in your reply, and tick **Auditor can download** if the auditor must open it.
- Reply even when you cannot supply something yet, and choose **Mark closed** only when the auditor has what they asked for. Read each reply before you save it, because you cannot change it afterwards.

Troubleshooting

The **Requests** tab says **No requests yet**.

Why it happens: No auditor has sent a request in this session yet, or the session was created with **Allow auditor requests** unticked, so the auditor's portal does not let them send one.

What to do: Check that the auditor has been added on the **Auditors** tab. Choose **Preview portal** on their card and look for the **Request more evidence** form. If it says **Evidence requests are disabled for this audit.**, create a new session with **Allow auditor requests** ticked.

I can see the requests, but there is no **Response** box, **Save response** or **Mark closed**.

Why it happens: Your role does not include **Can edit audit session**.

What to do: Ask an Owner or Admin to check your role in **Configuration > Roles & Permissions**.

I chose **Save response** and nothing happened.

Why it happens: The **Response** box was empty, or held only spaces. BondiByte does not save an empty reply.

What to do: Type your reply in the **Response** box, then choose **Save response** again.

I chose **Open** on a notification and landed on **Readiness**, not on the request.

Why it happens: **Open** takes you to the **Audit Centre**, which opens on its first tab.

What to do: Choose the **Audit sessions** tab, open the session, then choose **Requests**.

I did not get a notification or an email about a request.

Why it happens: Both go to the person who created the audit session. If that was someone else, they received them, not you.

What to do: Open the **Requests** tab of the session yourself. Ask the session's creator to check their notifications and email.

A request I closed now says **Responded**.

Why it happens: You saved another reply on it. Saving a reply always sets the label **Responded**.

What to do: Choose **Mark closed** again.

The auditor says they cannot see my reply.

Why it happens: The auditor is not emailed when you save a reply, and they see it only when they open the portal. Their access may also have ended, or been revoked.

What to do: Tell the auditor you have replied. On the **Auditors** tab check their label and the session's **expires** date. See Give an auditor access.

The auditor can see my file in their list but cannot open it.

Why it happens: **Auditor can download** is not ticked on the file's card.

What to do: On the **Evidence** tab, tick **Auditor can download** on the file.



Need more help?

Guides: bondibyterobotics.com.au/guides | Support: support@bondibyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 3 October 2026.*